

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Eric James

Docket No.

6065-77526

Application No.
09/584,306Filing Date
05/31/2000

OCT 22 2004

Examiner
Nguyen, QuynhCustomer No.
24628Group Art Unit
2642Confirmation No.
3172

Invention: SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION INFORMATION WHILE AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER

RECEIVED

COMMISSIONER FOR PATENTS:

OCT 26 2004

Transmitted herewith is an amendment in the above-identified application.

Technology Center 2600

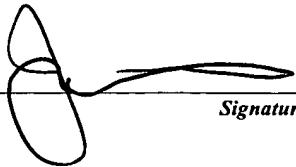
The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	51 -	52 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0	x \$88.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- No additional fee is required for amendment.
- Please charge Deposit Account No. _____ in the amount of _____.
- A check in the amount of _____ to cover the filing fee is enclosed.
- The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920
 - Any additional filing fees required under 37 C.F.R. 1.16.
 - Any patent application processing fees under 37 CFR 1.17.
- Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.



Signature

Jon P. Christensen
Reg. No. 34,137

Dated: October 19, 2004

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on

10/19/2004

(Date)

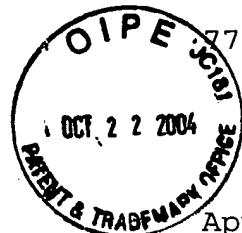


Signature of Person Mailing Correspondence

Abby Boone

Typed or Printed Name of Person Mailing Correspondence

CC:



77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James

Art Unit: 2642

Serial No.: 09/584,306

OCT 26 2004

Filed: May 31, 2000

Technology Center 2600

For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER

Attorney

Docket No.: 77526

AMENDMENT

Assistant Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of August 26, 2004,
please amend the above-identified application as follows: